

# The Upstream Team: An Interdisciplinary Approach to Mental Health



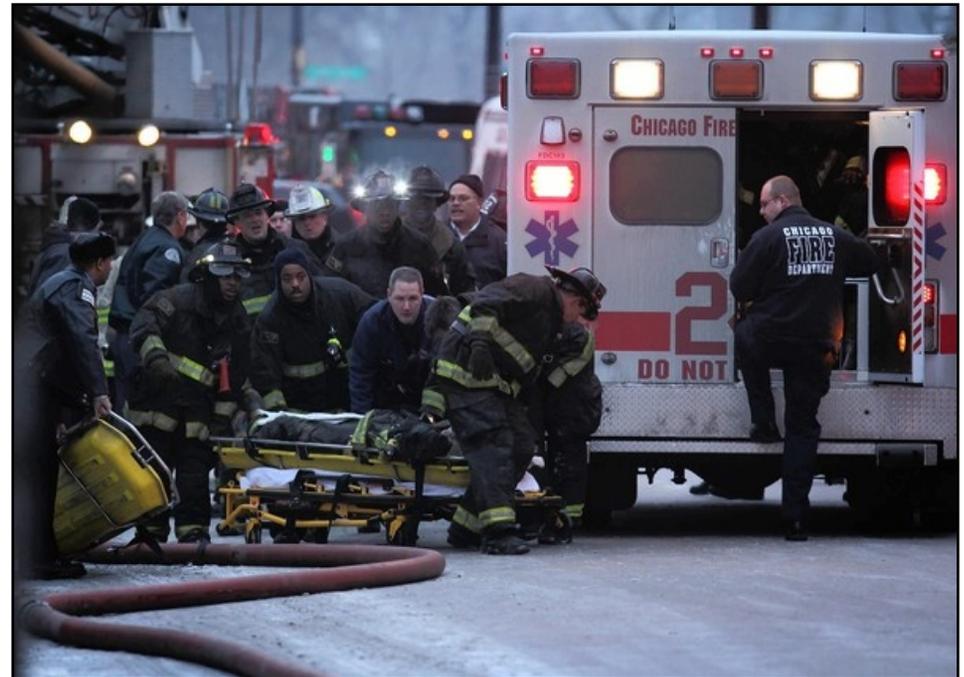
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# Chicago EMS



- Illinois EMS Region XI (EMS System for City of Chicago)
- EMS Medical Directors Consortium (4 Hospitals/Offices)
- 33 receiving hospitals
- Chicago population of 2.8 million
- Fire based multi-tiered system
- 1,700 Paramedics
- 3,400 EMTs
- 287,662 annual CFD transports



# Mental Illness in the U.S.

- Mental illness is more common than cancer, diabetes or heart disease.
- 1 in every 5 adults in America will experience a mental illness
- 1 in 25 adults in America live with a serious mental illness





U.S. » Crime + Justice | Energy + Environment | Extreme Weather | Space + Science

# 3 Chicago police officers shot



# Crisis Intervention Team (CIT)

- 40 hour course
- Voluntary
- 30% of force currently trained



	Chicago Police Department	<b>Special Order S05-14-01</b>	
<b>CRISIS INTERVENTION TEAM (CIT) RESPONSE</b>			
			
<b>ISSUE DATE:</b>	13 December 2016	<b>EFFECTIVE DATE:</b>	13 December 2016
<b>RESCINDS:</b>	29 February 2012 Version		
<b>INDEX CATEGORY:</b>	Extraordinary Responses		

# The Scope



- **40,663**      **Total CIT Events**

- Mental Health Disturbance
- Attempt Suicide
- Threatening Suicide
- Mental Health Transports

- **24,158**      **Total Mental Health calls**

- Psychiatric emergencies
- Altered Mental Status
- Suicide Attempts

***8-10% of EMS Call Volume***

# The History



# Mental Health Field Responders



- FIRE/EMS

– 4,000



- POLICE

– 13,000



# 2016

- Mayors office:
  - Mental Health Steering Committee (MHSC)
    - Coordinated Crisis Response Group
      - establish a coordinated protocol for crisis response
      - train personnel in best practices





# Crisis Identification and Management Training (CIM)

- 8 hour class
- Multidisciplinary instruction
- Created for Dispatch, EMS, Police and Hospital Personnel



# How class works

- Basic review of mental health topics
- Collaborative education about and for each stakeholder
  - Dispatch policies
  - Police policies
  - EMS policies
  - Hospital capabilities
- Focus on total response and scene management



# Case scenarios

- Group format working through real cases with trained actors

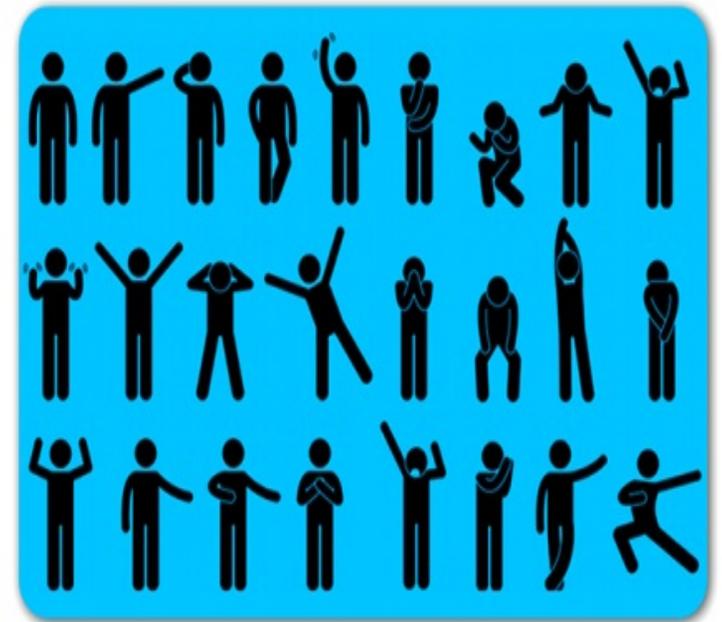


# CFD Simulation Lab



# Communication Skills & De-escalation

- You may not be talking, but you are saying plenty
- Information communicated:
  - Verbal Communication 7%
  - Tone and Volume 38%
  - Body language 55%



# Why is this important to EMS?

- Responding to people in crisis is part of our jobs
- It is essential, for our safety and the safety of citizens, that we respond effectively
- Each responder with distinct training backgrounds and professional mandates affecting the response to crisis calls
- Mental health training for all emergency response personnel is a critical step in ensuring a baseline effective response

# Future Directions

## ALTERNATE DESTINATION PILOT

- Direct transport to Roseland Community Treatment Center





Thank You

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